



ERIE COUNTY

PROMOTIONAL EXAM

Note: new application fee

Please refer to our internet address at: www.erie.gov

**A NON-REFUNDABLE \$20.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)**

**COORDINATOR OF INSURANCE OUTREACH AND COUNSELING
NO. 71-304**

DEPARTMENT OF SENIOR SERVICES

\$44,541 - \$54,945

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE DEPARTMENT OF SENIOR SERVICES. At present there is one vacancy.

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceding the date of the written test in Job Group IX or X and in addition, must meet the following requirements:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Communications or a human services field* and two years of experience in human services or a similar area, one year of which must have involved working with the elderly. In addition, candidates must possess one year of experience providing insurance information and counseling.

***Human Services** field is defined as a course of study designed to prepare individuals to enhance and increase the well-being of our society and the individuals it comprises while clearly focusing on giving the student the knowledge and capacity to deal with people in need of support services. It includes the helping professions which for purposes of definition include those involved in social work; childcare; mental health; mental retardation; early childhood education; working with the elderly or terminally ill or individuals having learning disabilities.

Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

DUTIES: A *Coordinator of Insurance Outreach and Counseling* assists in the coordination of health, pharmaceutical, long term care and other insurance outreach to seniors and others; locates, develops and organizes information on all health and long term care insurance products; disseminates information through presentations to the elderly and other potential consumers through seminars, written newsletters, and other correspondence; coordinates events focusing on health insurance to educate the public about Medicare and prescription drug coverage; offers one-on-one advice on insurance to clients and family members; creates and chairs health insurance coalitions in the broader community; develops new ways to disseminate information to clients; trains and supervises staff and volunteers in information and outreach; maintains contacts with other HIICAP (Health Insurance Information Counseling and Assistance Program) providers; collects data and prepares reports.

**VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED
TO RECEIVE ADDITIONAL POINTS. (See application for more information.)**

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

EXAMINATION DATE

APRIL 28, 2007

**SEE
REVERSE
SIDE**

**APPLICATIONS MUST BE
POSTMARKED BY**

MARCH 28, 2007

SCOPE OF EXAMINATION: The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **CHARACTERISTICS, ISSUES, AND PROBLEMS RELATING TO THE ELDERLY** - These questions test for knowledge of the characteristics of the elderly, the issues of concern to them, and the causes and implications of significant problems facing them. The questions may cover such areas as housing, economic security, employment, long-term care, health care, recreation, social support, nutrition, and mental and physical functioning.
2. **EDUCATING AND INTERACTING WITH THE PUBLIC** - These questions test for a knowledge of techniques used to interact effectively with individual citizens and/or community groups, to educate or inform them about topics of concern, to publicize or clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with others in cooperative efforts of public outreach or service.
3. **PREPARING WRITTEN MATERIAL** - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
4. **PROGRAMS AND SERVICES FOR THE ELDERLY** - These questions test for knowledge of programs, laws, services, and other resources commonly used to meet the needs of the elderly. The questions may cover such topics as the Older Americans Act, the Community Services for the Elderly Program, the Supplemental Nutrition Assistance Program, the Expanded In-Home Services for the Elderly Program, and other special programs, laws, and services relating to the elderly.
5. **SUPERVISION** - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

NOTICE TO CANDIDATES: Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)
(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)
INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

Less than 1 year.....	0 points
1 year up to 6 years.....	1 point
Over 6 years up to 11 years.....	2 points
Over 11 years up to 16 years.....	3 points
Over 16 years up to 21 years.....	4 points
Over 21 years.....	5 points

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE. If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)457-7022 no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE - READ CAREFULLY****

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.